Samson Products Inc.

Texas Manufacturing Assistance Center

Samson Products Inc. Adopts Lean Initiatives

Client Profile:

Samson Products Inc. was founded in 1999 by parent company Samson AG of Frankfurt, Germany as North America's manufacturing headquarters. Samson Products produces industrial process control valves and automation equipment sold throughout the world. The company's facility in Baytown, Texas employs 30 people.

Situation:

Business had been good; however, growth in product demand led to strains throughout Samson Products. The company wanted to launch an initiative to improve its quality management system by conforming to ISO 9001:2000. They also wanted to begin a disaster preparedness plan. Experience with Hurricane Rita had caused concerns regarding the mitigation of business interruption. Samson Quality Manager, James Evans, contacted the Texas Manufacturing Assistance Center (TMAC), a NIST MEP network affiliate, to help drive the initiatives.

Solution:

TMAC Specialist Susana Quirch met with Evans to determine how the two organizations could work together. A plan was drafted that addressed the challenges. Initially, TMAC specialists assessed conformity to ISO 9001:2000. Then they designed a plan for business continuity and disaster preparedness. Lean 101 training was conducted, and using the tools learned from the course, Samson Products was able to identify and implement several Lean initiatives. The work completed by TMAC gave the company the solution they needed to address the strain of growth and prepare for disaster-related interruptions.

Results:

* Realized $50,000 in cost savings.
* Reduced scrap rate by 30 percent.
* Increased throughput by 25 percent.
* Reduced customer complaints by 80 percent.

Testimonial:

"We have been able to establish an operational system that maintains our high quality product requirements at reasonable cost while also fostering ongoing operational improvements."

James Evans, Quality Manager